Iowa Department of Human Services

Terry E. Branstad **Governor**	**Kim Reynolds** **Lt. Governor**	**Charles M. Palmer** **Director**

INFORMATIONAL LETTER NO.1734-MC-FFS-D

DATE: November 1, 2016

TO: Iowa Medicaid Targeted Case Managers (TCMs), Case Managers, Integrated Health Home (IHH), Health Home (HH), Physicians, Dentists, Residential Care Facilities, Habilitation Services, Hospital, Community Mental Health, Mental Hospital, Skilled Nursing Facilities, Nursing Facilities for Persons with Mental Illness, Intermediate Care Facilities (ICF), Community Based Intermediate Care Facilities for the Intellectually Disabled (ICF/ID), PACE and Home- and Community-Based Services (HCBS) Waiver Providers

APPLIES TO: Managed Care, Fee-for-Service and Dental

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Documentation Submission Process

EFFECTIVE: December 1, 2016

To improve response time, ensure a secure upload process and improve the quality of information submitted, all providers who currently submit information to the IME Medical Services Unit and HCBS via mail, email or fax, will be required to submit the documentation via a secure upload process. This includes all documentation to support HCBS Waiver Prior Authorization, Medical Prior Authorization, Swing Bed Prior Authorization, Exception to Policy (ETP), Child Care Medical Services, Community Based Neurobehavioral Rehabilitation, HCBS Quality Oversight, as well as level of care for HCBS Waivers, Habilitation Services, and Nursing Facilities.

Providers who currently submit documentation via mail for claim submission, resubmission, or provider inquiry will continue to use current mailing process and will not have the option to utilize the secure upload process at this time.

Dental providers will continue to submit X-rays and digital imaging via the current secure upload process.

Requests for In-Patient Psychiatric admissions will continue to follow the current process.

In order to use this process, providers must have accounts set up in the Iowa Medicaid Portal Access[1] (IMPA) system. If you have not already registered in IMPA, please follow these instructions to register for a new account.

---

[1] https://secureapp.dhs.state.ia.us/impa/(S(xmz4inauz51uftl5qmmloeak))/Default.aspx

To register for IMPA if you are a current Individualized Services Information System (ISIS) user:

1. Go to: [IMPA](#)[2].
2. Select the "Register New Account" link at the top of the page.
3. Complete the registration form. Your password must be at least eight characters and include one uppercase character, one lowercase character, one digit, and one special character (!@#$%^&+=). Enter the verification words and click the "Create" link.
4. When you receive the Congratulations message, select "OK".

To upload documents (ISIS users):

1. Login to [IMPA](#). When you login for the first time, you will be required to answer three security questions before proceeding.
2. You will be prompted to leave the system or agree to conditions. Select "I agree (enter the system)".
3. Under the main menu, Select Manage>My Account
4. From the menu on the left, select the "External Application Authorization" link.
5. Enter your ISIS username and password.
6. Under the file menu, hover cursor over "File", "Upload File", and then select "Document to IME". (If you do not see this menu item, contact IMPA support at the email address identified at the end of this document).
7. Select "Upload Document to IME".
8. From the dropdown menu, select the appropriate document type.
9. Select the "Select" link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and login to IMPA again).
10. Click the "Upload File" link to begin the upload.

To upload documents (non ISIS users):

1. You must be assigned to a group with a tax ID
2. You will need to fill out and submit the [Documents Upload Access Form](#)[3]. Login to [IMPA](#).
3. You will be prompted to leave the system or agree to conditions. Select "I agree (enter the system)".
4. Under the file menu, hover cursor over "File", "Upload File", and then select "Document to IME". (If you do not see this menu item, contact IMPA support at the email address identified at the end of this document).
5. From the dropdown menu, select the appropriate document type.
6. Select the "Select" link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again).
7. Select "Upload File" link to begin the upload.

---

[2] https://secureapp.dhs.state.ia.us/impa/(S(iwtohftictkvnhkq2qgw1544))/Default.aspx
[3] http://www.tfaforms.com/251654

When using the secure upload process, please use the following practices to ensure your documents are submitted as intended:

- An uploaded document should not contain information for more than one member.

- The first page of all uploaded documents should be the [Medicaid Member Documentation Upload Cover Sheet](#)[4].

- If multiple documents are being uploaded for a single member's review, please label each document with the member name, State Identification Number (SID) and identify which document is being sent in relation to the total number of documents, such as "1 of 3", "2 of 3" and "3 of 3".

- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at a resolution that will not result in a large file size.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or email at imeproviderservices@dhs.state.ia.us. Questions specific to IMPA should be sent to IMPA support at IMPAsupport@dhs.state.ia.us.

---

[4] https://dhs.iowa.gov/sites/default/files/470-5403.pdf